

Please send your completed form back by one of the following methods:
Email: info@bankfirst.com.au
Mail: **Bank First Reply Paid 338 Camberwell VIC 3124**

A. Member Details

Member Number Cardholders Name
Card Number (last 4 digits)

B. Transaction Dispute

I wish to dispute the following transaction(s) on my Visa card

Date	<input type="text"/>	Merchant Name	<input type="text"/>	Amount	\$ <input type="text"/>
Date	<input type="text"/>	Merchant Name	<input type="text"/>	Amount	\$ <input type="text"/>
Date	<input type="text"/>	Merchant Name	<input type="text"/>	Amount	\$ <input type="text"/>

C. Declaration

I authorised a transaction for \$ on . However, I did not authorise any other transactions.

I do not recognise the transaction(s) listed above and have not received any goods and/or services.

I attempted an ATM transaction for \$ but received \$

I have not received any goods or services. They were expected on . I have contacted the merchant to resolve the matter. I have attached a copy of documents showing the expected service or delivery date.

I contacted the merchant on to cancel my recurring Visa transaction. Transactions are still being debited more than 15 days after I cancelled the recurring transaction. I have attached a copy of my instructions to the merchant to cancel my authority.

When I received the goods or services they were not as described when making the purchase. I returned the goods and services on . I have contacted the merchant to resolve this matter. Please describe in additional comments below why the goods were not as described.

The goods I received were damaged. I contacted the merchant to resolve the issue. I returned the goods on . Please describe in additional comments below how the goods were damaged.

The amount of the transaction is different from my receipt. I have attached my copy of the receipt.

I paid for the transaction by other means. I have contacted the merchant. I have attached evidence that the transaction was paid by other means.

A credit has not been processed for \$ on . I have contacted the merchant to resolve this matter. A copy of the credit receipt is attached.

Other - Please provide details

Additional Comments:

D. Signature

Cardholder's Signature Date

I would like to receive correspondence regarding this dispute by: Email Post

Please attach copies of any documents to support your claim. Lack of documentation may delay your dispute.

Refer to the Financial Services Guide (FSG) and Terms and Conditions brochures available at our branches, on our website bankfirst.com.au or by contacting us on **1300 654 822**. These documents should be considered before acquiring a product.